

General Statement

First Technologies, Inc. (FTI) provides technical support for the products we sell, both software and hardware. Technical support includes answering technical questions via our “800” number, email, and remote assistance (see below). Support is a very important part of our company structure and we are dedicated to providing convenient technical assistance to our customers.

First Technologies, Inc. knows how important it is to have your product functioning in your classroom and we will make every effort possible to resolve any service issue in a reasonable time frame. We want all our customers to have the best possible experience using our products.

Warranty and Service Overview

First Technologies, Inc. will abide by the product manufacturer’s warranty on all products purchased. Our service policy does not include any parts or shipping costs for products under a manufacturer’s warranty unless specifically stated.

For new purchases, your service policy will start upon the completion and acceptance of the product installation or product invoice date, whichever may apply. For new purchases, the Level 1 Service Policy is included with your purchase for 1 year from date of installation or invoice, whichever may apply.

New service contracts for products no longer covered by manufacturer’s warranty will start on the date of your Purchase Order and expire one year from that date. Your Purchase Order is your contract.

First Technologies, Inc. will always try to resolve service issues by Remote Assistance first, even if you have purchased an Onsite Service Contract.

Contact FTI Support

Website: www.firsteched.com/support

Click on Support to complete Service Request form.

Toll free: 800-787-9717

Direct: 262-363-4992

Fax: 262-363-4882

Email: service@firsteched.com

Services Offered

First Technologies, Inc. provides its customers with a wide range of support offerings to assist during all stages of product usage:

- Assistance with installation and configuration
- Assistance in resolving issues you may encounter while using our software products
- Assistance with hardware as outlined by the Manufacturer's Warranty

First Technologies, Inc. currently offers three (3) service levels :

Service Policy Level 1 - Remote Assistance

Service Policy Level 2 - On Site Service

Service Policy Level 3 - Pay-Per-Incident

Please see attached service level outlines and contact First Technologies if you have any questions about your level of service. If you are unsure of the type of support program you have please contact First Technologies at the numbers listed above.

Service Policy Exceptions

The following service issues requiring an on-site visit are not included in the service policy and are considered chargeable. Service Policy Level 3 pay-per-incident fees will apply:

- Re-imaging school PCs
- Software re-installation due to new school PCs
- Service required due to intentional harm, misuse, vandalism, etc.
(Final determination by First Technologies, Inc. staff – no exceptions)
- Re-training due to change in or addition to school personnel

Disclaimer

These terms and conditions are subject to change at the sole discretion of First Technologies, Inc. without prior notice. Any changes will be incorporated into the terms and conditions of this document and the new Service Policy document will be posted on the First Technologies website.



Service Policy Level 1 - Remote Assistance

**School IT personnel required to be available during remote assistance
to physically troubleshoot service issue(s).**

Includes:

Phone support
Email support
Remote support (such as GoToMeeting, WebEx)

Fees: \$ 395

Level 1 Remote Service is included with your initial purchase at no charge.

Duration:

1 year from the completion of the installation or date of invoice for new purchases

Process:

- School staff member/ instructor fills out Online Service Request Form
- First Technologies responds within 24 hours confirming service issue received
- First Technologies service personnel will phone or email school staff member in attempt to resolve issue
- If no resolution, First Technologies and school staff member will set appointment for remote assistance
- Instructor will inform school IT personnel of remote assistance appointment
- If no resolution, school staff member will have the following options:
 - contact the manufacturer directly for assistance in solving issue
 - request an on-site visit from First Technologies service personnel as outlined in Pay per Incident section and issue Purchase Order to First Technologies for on-site visit

Note: First Technologies service personnel will interact with school staff members and/or instructors only. Requests submitted by students will not be honored.



Service Policy Level 2 – On-Site Service

**School IT personnel required to be available during remote assistance
to physically troubleshoot service issue(s).**

Includes:

Phone support

Email support

Remote support (such as GoToMeeting, WebEx)

On Site Visit

Webinars for product purchased

New products purchased during term of service contract will be added to policy at no additional charge

Fee: \$1,195

Duration:

1 year from the date of Purchase Order

Renewal: \$1,195

Process:

- School staff member/ instructor fills out Online Service Request Form
- First Technologies responds within 24 hours confirming service issue received
- First Technologies service personnel will phone or email school staff member in attempt to resolve issue
- If no resolution, First Technologies and school staff member will set appointment for remote assistance
- Instructor will inform school IT personnel of remote assistance appointment
- If no resolution, First Technologies and instructor will set appointment for on-site visit

Notes:

1. On-site service does not include the cost of parts and/or cost for shipping parts or equipment to the manufacturer.
2. First Technologies service personnel will interact with school staff members and/or instructors only. Requests submitted by students will not be honored.



Service Policy Level 3 – Pay per Incident

**School IT personnel required to be available during service visit
to assist with service issue(s).**

Pay-Per-Incident

Includes:

Phone support
Email support
Remote support (such as GoToMeeting, WebEx)
On Site Visit

Fees: On site visits are charged at the following rates:

\$300 /first hour (includes travel)
\$ 95 /hour for every additional hour

Process:

- School staff member/ instructor fills out Online Service Request Form
- First Technologies responds within 24 hours confirming service issue received
- First Technologies service personnel will phone or email school staff member in attempt to resolve issue
- If no resolution, an appointment will be set for the on-site visit
- Instructor will inform school IT personnel of date and time of First Technologies service visit
- Instructor will send Purchase Order for the on-site visit

Notes:

1. On-site service does not include the cost of parts and/or cost for shipping parts or equipment to the manufacturer.
2. First Technologies service personnel will interact with school staff members and/or instructors only. Requests submitted by students will not be honored.